TE TAUNAKI
Public Service Census

3 - 21 March 2025

Te Kāwanatanga o Aotearoa
New Zealand Government

Ministry of Social Development Summary Report

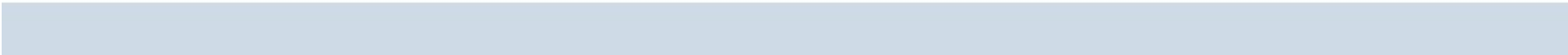| Responses:	Response Rate:
6,988 of 9,189	**76.0%**

Contents

Exploring your results

Take time to understand your report. Consider your response rate to determine how representative your results are of the views of your colleagues.

Most questions in this report have information about the proportion of colleagues responding positively, neutrally or negatively.

Identify the areas where you are performing well. These will tend to be high results which are notably above any comparative results. Celebrate these results.

Identify areas that need improvement. These will be the lower results, and/or those which are scoring notably below your comparators.

Generally a difference of -/+ 5 percentage points is worthy of attention, but the size of the group is important. Changes in small groups can be unreliable.

A result that appears as 0% or blank may either represent a true 0% result, or a situation where a small count means the result has been suppressed to protect employee privacy.

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Delivering outcomes

- █ % Agree
- █ % Neither agree nor disagree
- █ % Disagree

	Response scale	% positive 2025	Public Service overall
The work I do contributes to better outcomes for New Zealand.	88%	88%	87%
The work that I do provides value for taxpayers.	74% · 18% · 8%	74%	80%
It is important to me that my agency is careful in how it uses taxpayer money.	88%	88%	90%
My manager cares about delivering good value for taxpayers.	78% · 16%	78%	79%

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Enablers of productivity

- % Agree
- % Neither agree nor disagree
- % Disagree

	Response scale			% positive 2025	Public Service overall
My manager supports my team to deliver on our responsibilities in a timely manner.	72%	16%	12%	72%	73%
I have access to the evidence I need to make good decisions.	66%	19%	14%	66%	64%
My manager provides me with helpful feedback to improve my performance.	66%	19%	16%	66%	66%
Senior leaders clearly articulate the direction and priorities for our organisation.	60%	23%	18%	60%	57%
In my organisation, people are encouraged to speak up when they identify a serious policy or delivery risk.	57%	22%	21%	57%	58%
I feel that change is managed well within my organisation.	35%	30%	35%	35%	30%
I have the support I need from my organisation to manage or improve staff performance that is not meeting expectations. [MANAGERS ONLY]	59%	20%	21%	59%	60%

Teamwork

% Agree
% Neither agree nor disagree
% Disagree

	Response scale	% positive 2025	Public Service overall
The people in my team collaborate to get the job done.	79% 13% 8%	79%	84%
My team has clear work objectives.	79% 14% 8%	79%	79%

Perceived team productivity	Response scale	% positive 2025	Public Service overall
Over the last 12 months, how successful has your team been at achieving its objectives?	57% 33% 11%	57%	61%
What impact does work from home have on your team's productivity/ ability to get their work done in a timely way? [MANAGERS ONLY - with teams *able* to work from home]	38% 48% 14%	38%	49%

% Very or extremely
% Moderately
% Slightly or not at all
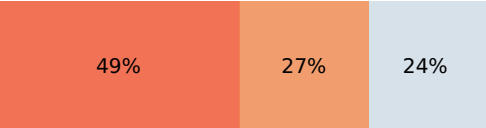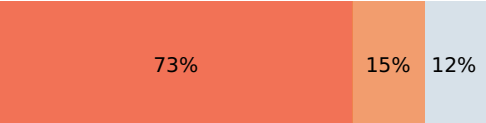
Increases productivity
No impact
Decreases productivity

Missing data indicates no data or privacy rules have been applied

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Innovation

■ % Agree
■ % Neither agree nor disagree
■ % Disagree

	Response scale			% positive 2025	Public Service overall
The people in my team are encouraged to come up with new and better ways of doing things.	66%	19%	15%	66%	70%
When suggestions to improve workplace efficiency or productivity are made, they are taken seriously and acted upon.	49%	27%	24%	49%	51%
My team acts on customer feedback to improve our work.	61%	27%	12%	61%	67%
My team discusses mistakes so we can learn from them.	73%	15%	12%	73%	76%

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Barriers within agencies

- % To a great or very great extent
- % Somewhat
- % Very little or not at all

How much do these issues below prevent you and your team performing at your best?	Response scale			% to a great or very great extent 2025	Public Service overall
Staffing level/work volumes	52%	31%	18%	52%	49%
Complicated or unnecessary business processes	40%	34%	26%	40%	37%
Poor communication between teams/silos	32%	36%	32%	32%	32%
Inefficient decision making (e.g. slow timelines, senior leader involvement in small decisions, unclear governance processes)	31%	43%	27%	31%	34%
Some colleagues/direct reports don't have required skills/motivation	30%	34%	36%	30%	25%
Lack of access to appropriate tools, technology, and information (e.g. unreliable/old IT systems/software/hardware, limited use of AI)	28%	31%	41%	28%	29%
Appetite for risk/innovation in my agency	24%	41%	35%	24%	27%
Physical environment (e.g. lack of quiet spaces, meeting spaces, security, accessibility)	24%	26%	50%	24%	23%
Too many meetings	16%	26%	58%	16%	18%

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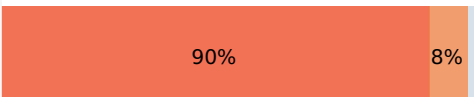## Public Service Census

Barriers between agencies

Legend:
- % To a great or very great extent
- % Somewhat
- % Very little or not at all

47% of staff at *Ministry of Social Development* said they work regularly with other government agencies.*

These people were asked how much do these underlined interagency challenges impact your ability to get work done?

	Response scale			% to a great or very great extent 2025	Public Service overall
Problems getting timely information from other agencies	26%	44%	30%	26%	24%
Lack of accountability	22%	28%	50%	22%	20%
Difficulty getting people with the right level of decision-making authority at the table	21%	29%	50%	21%	20%
Risk aversion in other agencies	20%	32%	48%	20%	22%
Need to consult with too many agencies	14%	30%	55%	14%	13%
Interagency groups with regular meetings but no clear mandate/objective/authority	13%	27%	59%	13%	13%
Difficulty reaching consensus	12%	27%	60%	12%	11%
Personality conflicts/trust	11%	21%	68%	11%	10%

* This compares with **57%** of the **Public Service** overall who said they work regularly with other government agencies.

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■ % Agree
■ % Neither agree nor disagree
■ % Disagree

Use of technology

	Response scale			% positive 2025	Public Service overall 2025
My organisation takes advantage of technology to deliver better services/information to the public.	44%	31%	25%	44%	42%
I feel confident in my ability to learn new digital skills.	90%		8%	90%	88%
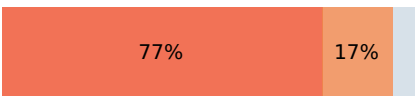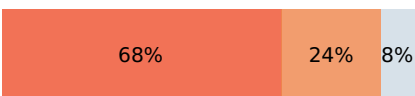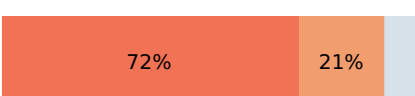
How often do you use AI (Artificial Intelligence) for work?		% positive 2025	Public Service overall 2025
Daily	7%	7%	5% (Daily)
Weekly	6%	6%	7% (Weekly)
Monthly	2%	2%	2% (Monthly)
I've tried it for work, but I don't use it regularly	17%	17%	18% (I've tried it for work, but I don't use it regularly)
I've never tried it for work	68%	68%	67% (I've never tried it for work)

Missing data indicates no data or privacy rules have been applied

Māori Crown capability
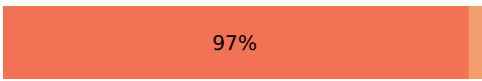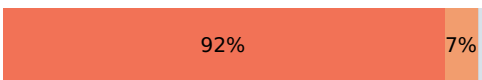
	Response scale		% positive 2025	% positive 2021	Public Service overall 2025
I understand how my agency's Te Tiriti o Waitangi / Treaty of Waitangi responsibilities apply to its work.	77%	17%	77%	70%	77%
I am encouraged and supported to engage with Māori and to understand Māori perspectives.	68%	24% 8%	68%	62%	71%
I feel that leaders in my agency show a commitment to strengthening the relationships between Māori and the Crown	64%	26% 9%	64%	63%	68%
I feel confident in my ability to identify aspects of my agency's work that may disadvantage Māori.	62%	30% 8%	62%	62%	62%
I am comfortable supporting tikanga Māori - Māori cultural values and practice - in my agency (e.g. by using te reo Māori, participating in karakia, hui, mihi ..	72%	21%	72%	71%	72%
Staff are encouraged to use te reo Māori.	59%	30% 11%	59%	60%	66%
Staff are supported to improve our te reo Māori (e.g. through on-the-job learning, in-house courses, etc).	53%	29% 18%	53%	53%	64%

Legend: ■ % Agree ■ % Neither agree nor disagree ■ % Disagree

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Principles

- 🟧 % Agree
- 🟧 % Neither agree nor disagree
- ⬜ % Disagree

	Response scale		% positive 2025	Public Service overall
I am confident that my organisation is free and frank in our advice to Ministers.	70% 17%	13%	70%	71%

The above question was only asked of the **13%** of staff at *Ministry of Social Development* who said they were involved in preparing advice for a Minister.

	Response scale		% positive 2025	Public Service overall
I am confident that in my organisation people get jobs based on merit.	40% 28%	32%	40%	44%
I have a good understanding of what it means to be a politically neutral public servant.	97%		97%	95%
It's important to me that my organisation is open and transparent with the public.	92%	7%	92%	91%
My organisation is working for the long-term good of New Zealand.	85%	11%	85%	87%

ⓘ New Zealand's Public Service principles are central to the way we deliver services and outcomes for New Zealanders. They help to preserve public trust and confidence in our ability to serve current and future governments. The 5 principles are political neutrality, free and frank advice, merit-based appointments, open government and stewardship.
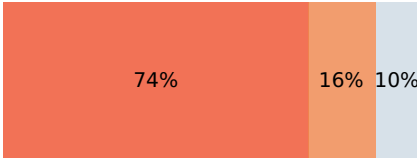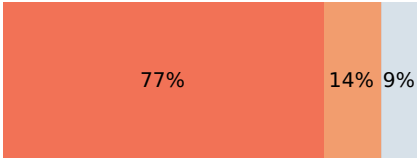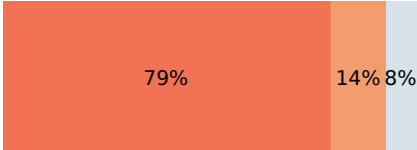
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Integrity Culture

- 🟧 % Agree
- 🟧 % Neither agree nor disagree
- ⬜ % Disagree

	Response scale		% positive 2025	% positive 2021	Public Service overall 2025
The culture in my organisation supports people to act with integrity.	76%	15% 9%	76%		74%
My work colleagues can be trusted to do what is right.	81%	14%	81%	78%	82%
My manager leads by example in ethical behaviour.	82%	11%	82%		83%
I know what to do if I experience or witness wrongdoing or inappropriate behaviour in the workplace.	93%		93%		90%
I feel safe to speak up about wrongdoing or inappropriate behaviour in the workplace.	72%	14% 14%	72%		70%

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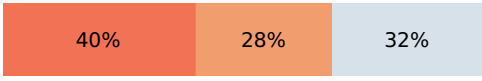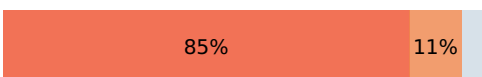
Respectful workplace

- % Agree
- % Neither agree nor disagree
- % Disagree

	Response scale	% positive 2025	% positive 2021	Public Service overall 2025
The agency I work for supports and actively promotes a workplace where people are respectful towards one another.	74% 16% 10%	74%	76%	73%
I feel accepted as a valued member of the team.	77% 14% 9%	77%	77%	79%
I feel comfortable being myself at work /with my colleagues.	79% 14% 8%	79%	83%	80%

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Unacceptable behaviour ✋

In the last 12 months **14.0%** of MSD staff said they experienced harassment or bullying.

This compares to **12.1%** in the Public Service overall.

Of the people at MSD who experienced bullying or harassment, **52% have reported** the behaviour.

Type of harassment or bullying experienced *Ministry of Social Development*	Public Service overall
Sexual Harassment 1.0%	0.8%
Racial Harassment 1.8%	1.6%
Bullying 10.4%	9.2%
Other Harassment or Bullying 0.9%	0.9%

Source(s) of bullying or harassment *Ministry of Social Development*	Public Service overall
A current or previous manager/superior 7.0%	6.3%
A direct report or colleague in my agency 6.6%	5.7%
Another professional outside my agency 0.4%	0.6%
A member of public, client, or person in our care 2.4%	1.6%

Missing data indicates no data or privacy rules have been applied

Reporting unacceptable behaviour

The people who had not (yet) reported the bullying or harassment were asked why they had not done so:	Agency level	Public Service overall
I did not think action would be taken	49.3%	52.0%
I was worried about possible retaliation or reprisals	47.9%	48.4%
It could affect my career	47.3%	44.2%
I didn't want to upset relationships in the workplace	45.8%	41.9%
It was not worth the hassle of going through the reporting pr..	35.2%	33.6%
Managers accepted the behaviour	27.9%	25.9%
I didn't think the behaviour was serious enough to report it	11.2%	13.8%
I did not have any evidence	11.2%	12.6%
The issue was resolved informally	8.4%	7.6%
I didn't know how to report	5.1%	5.0%
Someone else reported the behaviour so I didn't have to	4.5%	3.7%
Other	8.4%	7.7%

	Subjected to bullying or harassment	Response scale			% Satisfied Agency level	Public Service overall
I am satisfied with how matters related to bullying/harassment are resolved in my organisation.	Yes	17%	30%	53%	17%	14% (Yes)
	No	51%	34%	15%	51%	46% (No)

■ % Agree
■ % Neither agree nor disagree
■ % Disagree

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Perceived discrimination

In the last 12 months 16% of employees at *Ministry of Social Development* felt they had experienced some form of discrimination.

This compares to 14% in the Public Service overall.

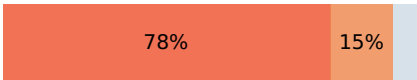| I believe I have been treated unfairly because of my:	Agency level	Public Service overall
Ethnicity, national origin, race or colour	5.8%	5.4%
Age	4.1%	4.3%
Gender or sex	3.2%	4.0%
Don't know	3.6%	2.8%
Employment status	2.2%	1.8%
Disability	2.2%	1.4%
Ethical belief	1.1%	1.0%
Marital or family status	1.1%	0.9%
Religious belief	0.9%	0.6%
Political opinion	0.5%	0.5%
Sexual orientation	0.6%	0.4%
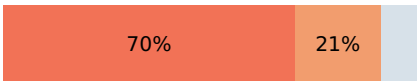
Percentage totals can exceed the overall figure for the agency because respondents could select as many reasons as applied.

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Employee Engagement ❤️

- 🟧 % Agree
- 🟧 % Neither agree nor disagree
- ⬜ % Disagree

Your Employee Engagement Index score	0.77	Response scale	% positive 2025	% positive 2021	Public Service overall 2025
I am enthusiastic about my job.		70% / 21%	70%		72%
I would recommend my organisation as a good place to work.		56% / 27% / 17%	56%		57%
The work I do gives me a sense of accomplishment.		78% / 15%	78%		78%
It is important to me that my work contributes to the common good.		96%	96%		96%
Thinking now about all aspects of your job, overall, how do you feel about your work?		60% / 25% / 16%	60%	67%	62%

- 🟧 % Satisfied
- 🟧 % Neither satisfied nor dissatisfied
- ⬜ % Dissatisfied
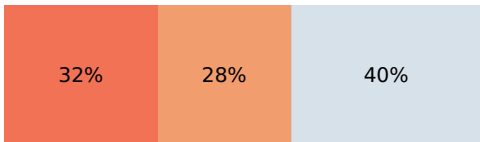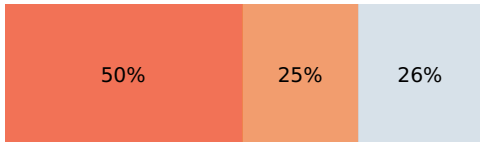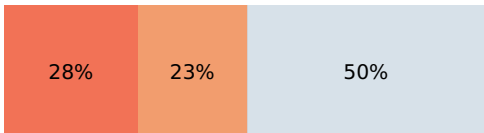
ℹ️ **How is the index made?**
Each person's score is calculated based on the questions they answered, and then these individual scores are combined to get a measure of overall engagement for the group.

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Satisfaction with pay $

- ▮ % Satisfied
- ▮ % Neither satisfied nor dissatisfied
- ▮ % Dissatisfied

	Response scale			% positive 2025	Public Service overall
How satisfied are you with your pay	32%	28%	40%	32%	34%
How satisfied are you with your other employment conditions (e.g. leave, flexible work arrangements, other benefits).	50%	25%	26%	50%	61%

- ▮ % Agree
- ▮ % Neither agree nor disagree
- ▮ % Disagree

I feel that my pay adequately reflects my performance.	28%	23%	50%	28%	30%

Wellbeing

In the last 12 months, how often would you say you have experienced work stress?	% agency 2025		Public Service overall 2025
Never or hardly ever	12%		13%
Sometimes	39%		42%
Often or always	49%		44%

What best describes your current workload?	% agency 2025		Public Service overall 2025
Well above capacity - too much work	27%		23%
Slightly above capacity - lots of work to do	43%		42%
At capacity - about the right amount of work to do	27%		30%
Slightly below capacity - available for more work	3%		4%
Well below capacity - not enough work	0%		1%

How do you feel about the balance between your working life and your life outside of work?	% agency 2025	% agency 2021	Public Service overall 2025
Satisfied	49%	46%	55%
Neither satisfied nor dissatisfied	25%	29%	23%
Dissatisfied	26%	25%	22%

Missing data indicates no data or privacy rules have been applied

Career and skills development

Legend:
- % Agree
- % Neither agree nor disagree
- % Disagree

	Response scale	% positive 2025	% positive 2021	Public Service overall 2025
I am encouraged and supported to apply for developmental opportunities (e.g. other roles, secondments, senior positions)	52% / 27% / 20%	52%	56%	51%
I have access to the learning and development I need to do my job well.	67% / 21% / 12%	67%	65%	63%

Thinking about your current role, which of the following best describes how you feel about your skills?		% positive 2025	% positive 2021	Public Service overall 2025
I have the skills to cope with more demanding work	27%	27%	33%	29%
My skills match well with the work I do	56%	56%	48%	56%
I need further training to do the job well	16%	16%	19%	15%

Reasons to consider leaving

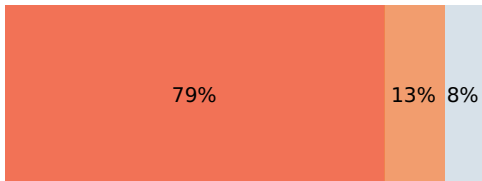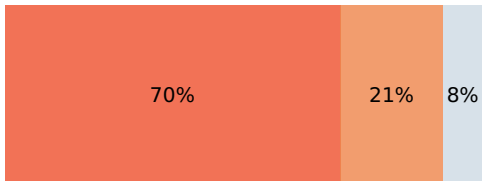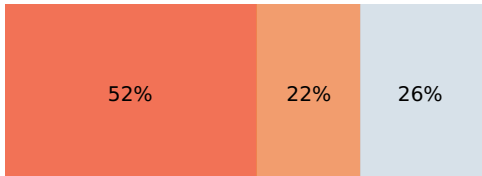|	Your agency	Public Service overall
25% said they intend to leave their role permanently in the next 12 months. Anyone who said they wanted to leave permanently or temporarily was asked why. Their reasons for considering leaving are shown below.		
Lack of career progression opportunities	41.0%	42.4%
Unsatisfied with pay/remuneration	37.6%	39.4%
More interesting work	31.8%	32.7%
Quality of leadership/management	25.9%	27.8%
Lack of professional development / training opportunities	27.2%	26.3%
Workload too high	24.1%	21.6%
Job impacted by change process/restructuring	14.1%	16.1%
Quality of workplace relationships/ social environment at..	15.4%	14.2%
Work not aligned with my job skills, experience or traini..	13.5%	13.7%
Unsatisfied with flexible work arrangements	19.3%	12.8%
Bullying or other negative workplace behaviour	12.2%	11.5%
Lack of job security	6.6%	8.8%
Fixed term job ending	7.9%	7.4%
Work location	8.3%	6.7%
Unable to balance caring responsibilities	5.7%	4.8%
Organisation is not accommodating of my disability	1.8%	1.2%
Other	17.9%	18.0%

Percentage totals can exceed 100% because respondents could select as many reasons as applied.

Missing data indicates no data or privacy rules have been applied
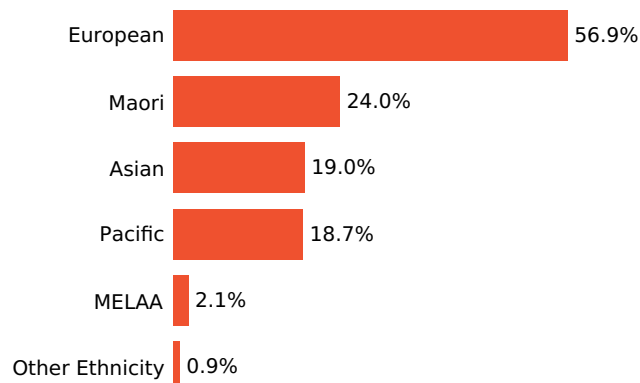
Health and safety support ➕

Legend:
- 🟧 % Agree
- 🟧 % Neither agree nor disagree
- ⬜ % Disagree

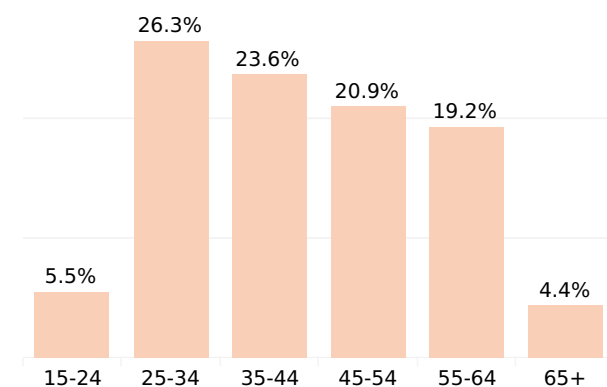|	Response scale		% positive 2025	Public Service overall
My manager cares about my health and wellbeing.	79% / 13% / 8%		79%	81%
Leaders in my organisation demonstrate a commitment to continuously improving health and safety.	70% / 21% / 8%		70%	67%
Leaders in my organisation demonstrate a commitment to addressing work factors that impact mental health (e.g. workload, workplace relationships, traumatic or distressing work events).	52% / 22% / 26%		52%	53%

Employee Demographics 2025

Ethnicity

European	56.9%
Maori	24.0%
Asian	19.0%
Pacific	18.7%
MELAA	2.1%
Other Ethnicity	0.9%

Source: Public Service Workforce Data
MELAA: Middle Eastern, Latin American and African

Age

15-24	5.5%
25-34	26.3%
35-44	23.6%
45-54	20.9%
55-64	19.2%
65+	4.4%

Source: Public Service Workforce Data

Religion

No Religion	51.9%
Christian	35.6%
Hinduism	4.4%
Spiritualism and New Age Religions	1.7%
Maori Religions, Beliefs and Philosophies	1.6%
Islam	1.6%
Buddhism	0.7%
Judaism	0.1%
Other Religions, Beliefs and Philosop..	2.5%

Gender

Female	70.4%
Male	29.0%
Another or multiple genders	0.6%

Languages Spoken

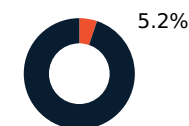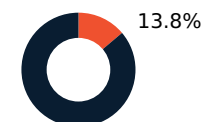|	
Te Reo Māori	7.2%
Samoan	4.5%
Sign Language	1.0%
Other	13.9%
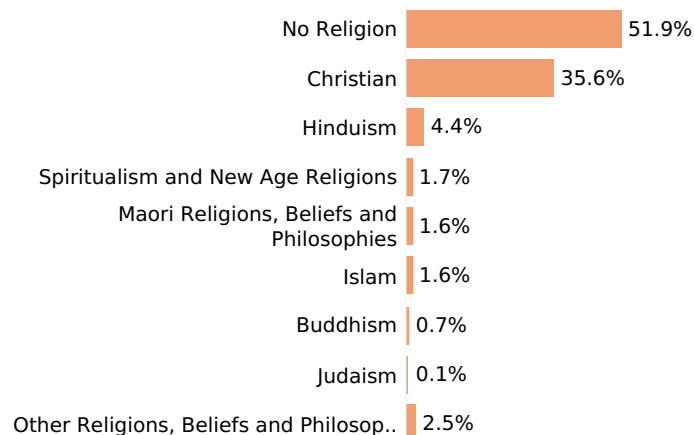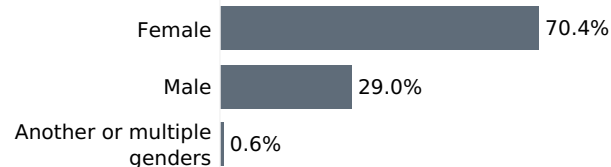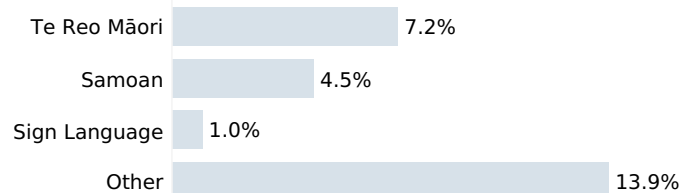
Identify as Rainbow
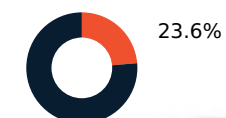(or LGBTQIA+ / MVPFAFF+ / SOGIESC)

8.9%
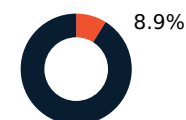
Identify as Disabled

5.2%

Self-reported Neurodivergent

13.8%

Self-reported Mental Health

23.6%

Missing data indicates no data or privacy rules have been applied

TE TAUNAKI
Public Service Census

Disability

Te Kāwanatanga o Aotearoa
New Zealand Government

	Response scale	% agency 2025	Public Service overall 2025
Do you identify as a disabled person?	5.2%	5.2%	3.9%
Do you use or require any workplace supports or accommodation(s) for your health condition, disability, or impairment? *	3.4%	3.4%	2.4%

Satisfaction with work-place accommodations	Response scale			% satisfied 2025	Public Service overall 2025
Please rate your satisfaction with how your organisation has responded to your needs or supports you to carry out work activities. *	53%	24%	24%	53%	55%

■ % Satisfied
■ % Neither satisfied nor dissatisfied
▨ % Dissatisfied

* These questions were asked of those who either identified as being disabled, or chose *prefer not to answer* or *don't know* to that question and said *yes* to having either a neurodivergent or mental heath condition. This was **6.1%** of staff at your agency.

These results likely underestimate the prevalence of disability in the workforce. A different method was used to measure disability in 2021, so results are not comparable between time periods.

Missing data indicates no data or privacy rules have been applied